

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy	
Event Contact		Work Profile		Event Summary		Providers, Dx, Px	Event Notes	Cert/ReCert	
								Task/Case Assignment	
								Mod RTW	
								Rehab	
Notification									
Last Day Worked		08/01/2001	First Day Missed		08/02/2001	Date Claim Incurred		08/02/2001	Appeal
Date All Data Collected		08/10/2001	Review Date		08/31/2001	Total Days Prior To Review		30	
Event Indicators									
Occ	<input checked="" type="checkbox"/>	Injury	<input checked="" type="checkbox"/>	Pre-Existing	<input type="checkbox"/>	Disclaimer	<input type="checkbox"/>	Rehab Eval Started	<input type="checkbox"/>
Non-Occ	<input checked="" type="checkbox"/>	Illness	<input checked="" type="checkbox"/>	Takeover	<input type="checkbox"/>	Rehab Case Closed	<input type="checkbox"/>	Rehab Plan Started	<input type="checkbox"/>
SSDI		<input type="button" value="▼"/>							
Disability Benefit Dates									
Start	<input type="text" value=" / / "/>	End	<input type="text" value=" / / "/>	Return To Work					
				Projected	09/01/2001	Modified	<input type="text" value=" / / "/>	Actual	<input type="text" value=" / / "/>
Case Closed Information									
Case Closed	09/21/2001		Reason Case Closed	Recovery					
Penalty Information									
From Date	<input type="text" value=" / / "/>	Thru Date	<input type="text" value=" / / "/>	Reduction Percent	<input type="text" value="0"/>	Penalty Amount			<input type="text" value="0"/>
Coordination Of Benefits									
Type	Carrier	Contact Name	Telephone Number	Telephone Extension					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Up, press F1

Start | Inbox - M... | Patient ... | Att1 - RU... | Microsoft... | Microsoft... | Records ... | Overdue ... | Search | Help

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Com.	<input type="checkbox"/>			
Event Contact		Work Profile		Event Summary		Providers	Dx. Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab
Job Information												
Date Of Hire	03/18/1996			<input checked="" type="checkbox"/> Primary								
Physical Demand Level	Sedentary			Work State			PA	State Cash				
Company Job Title	Claim/Benefit Processor			EOC Job Class			Office Clerical					
Company Job Code	AETNA			EE Badge/ID Number			718168					
Company Location Code				Company Location Description								
Job Accommodation				Job Eliminated			<input type="checkbox"/> Permanent Restrictions			<input type="checkbox"/>		
Work Details and Restrictions	EE sits all day at the computer processing claims											
Schedule												
Schedule Details	Scheduled Hours Per Day			7.5	Scheduled Days Per Week			5	Total Hours Per Week			37.5
Mon to Fri, flex time, usually 6-2:15pm												
Contacts												
Name	Role	Telephone Number		Telephone Extension		Fax Number						
Tricia Maroun	Supervisor	(610) 391-4650										
Work Profiles												
Date Of Hire	Job Title	Location		<input checked="" type="checkbox"/> Primary								

To, press F1

Start | InBox - M... | Patient ... | Alt1 - RU... | Microsoft... | Microsoft... | Records... | Overdue... | Help | Exit | 11

BAILEY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Admission Date: <input type="text"/> / <input type="text"/> / <input type="text"/>								
<u>Providers</u>								
PRISM Pin	EPDB PIN	Provider Name	Role	Telephone Number	Extension	Effective Date		
2186795	7020042	Northern Valley Primary Care	Attending	(610) 261-0999		08/02/2001		
<u>Diagnosis</u>								
Code Type	Code	Description	Status	Principal From	Principal Through	Active From	Active Through	
ICD9	308.9	UNSPECIFIED ACUTE REACTION T		08/02/2001		08/02/2001		
<u>Procedures</u>								
Proc Date	Code Type	Code	Description			Principal		
		CPT4/HCPGS						

To, press F1

[Start](#) | [Inbox - M...](#) | [Patient ...](#) | [Att1 - RU...](#) | [Microsoft...](#) | [Microsoft...](#) | [Records...](#) | [Overdue...](#) | [Print](#) | [Help](#) | [Exit](#)

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Ctry	✓
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes:	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab	
Disability Benefit Dates:									
S/T Start	/ /	S/T End	/ /	Test Change	/ /	A/D End	/ /		
L/T Start	/ /	L/T End	/ /	Test Change Met	✓	M/N End	/ /		
Guidelines									
Norm Source	Aetna Norm	Norm Days	48	Rec. Source	Complex Dx/Certifical	Recommended Days	0		
Days									
From Date	08/02/2001	Days	6	Review Date	08/07/2001	Source	Nurse Case Manager		
Total Days Prior To Review	30	Disclaimer	✓	Successive	✓	Appeal	✓	Projected RTW	08/08/2001
Physical Demand		State Cash							
Decision									
Decision	Date	Time	Reviewer	Rev. Method	Reason				
Denied	08/10/2001	08:41:48 AM	Adams, Douglas	Telephonc	RTW Pending w/AP3				
Authorized	(08/20/2001)	12:26:33 PM	Adams, Douglas	Telephonc					
History									
From Date	Days Prior to Review	Gap Days	Thru Date	Successive	Total Days	Decision	Decision Date		
08/02/2001	24	0	08/31/2001	✓	30	Authorized	09/21/2001		

Up, press F1

Inbox - M... Patient ... All1 - RU... Microsoft... Microsoft... Records... Overdue... 11

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy	Print																				
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																													
Subject: New Case Intake Reviewer: Walton Joanne Date: 08/02/2001 Time: 04:56:37 PM																													
Notes: Claim Intake: AP's name is Dr. Scott Sterling Demographic Information Confirmed: YES Are you currently employed elsewhere?: NO Disabling Diagnosis: stress, elevated BP LDW: 8/1/01 How many hours did you work on your last day worked? 3.5 hours. EE was then sent home from HR and AP took EE now today Is the disability a work related illness/injury?: yes																													
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>08/06/2001</td> <td>12:50:27 PM</td> <td>Adams, Douglas</td> <td>Clinical Information</td> <td>TCT AP: Talked to Carol who confirmed the EE</td> </tr> <tr> <td>08/06/2001</td> <td>12:50:27 PM</td> <td>Adams, Douglas</td> <td>New Case Intake</td> <td>Claim Intake</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>										Date	Time	Reviewer	Subject	Notes	08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE	08/06/2001	12:50:27 PM	Adams, Douglas	New Case Intake	Claim Intake					
Date	Time	Reviewer	Subject	Notes																									
08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE																									
08/06/2001	12:50:27 PM	Adams, Douglas	New Case Intake	Claim Intake																									

Help, press F1

Start | Inbox - M... | Patient ... | Atl1 - RU... | Microsoft Word | Microsoft Excel | Records... | Overdue... | Print | Exit | Help

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: <input checked="" type="checkbox"/> Terminated	Age: <input type="text" value="27"/>	Product: MDIS	CSA/Plan: <input type="text" value="698456-22-001"/>	Copy: <input type="checkbox"/>																				
Event Contact Work Profile Event Summary Providers : Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																								
Subject: <input type="text" value="New Case Intake"/> Reviewer: <input type="text" value="Walton, Joanne"/> Date: <input type="text" value="08/02/2001"/> Time: <input type="text" value="04:56:37 PM"/> Notes: If yes, did you file for Workmans Comp?: EE has filed a complaint with HPI due to a situation with work and then EE was referred to us for disability, advised EE that most likely we will ask AP if this is work related and if it is, EE will have to file claim with WC.																								
Describe the nature (or symptoms) of your disability or accident: HBP, severe headaches, nausea, blurry vision																								
Were you admitted to the Hospital: NO																								
Have you had any surgical procedures performed? NO																								
Is your injury due to an auto (MVA)or other accident where a third party is involved? NO																								
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>08/06/2001</td> <td>12:50:27 PM</td> <td>Adams, Douglas</td> <td>Clinical Information</td> <td>TCT AP: Talked to Carol who confirmed the EE</td> </tr> <tr> <td>08/02/2001</td> <td>12:55:37 PM</td> <td>Walton, Joanne</td> <td>New Case Intake</td> <td>Call back</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Date	Time	Reviewer	Subject	Notes	08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE	08/02/2001	12:55:37 PM	Walton, Joanne	New Case Intake	Call back					
Date	Time	Reviewer	Subject	Notes																				
08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE																				
08/02/2001	12:55:37 PM	Walton, Joanne	New Case Intake	Call back																				

Help, press F1

Start | Inbox - M... | Patient ... | Alt1 - RU... | Microsoft... | Microsoft... | Records... | Overdue... | Help | Exit

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Conn	<input type="checkbox"/>																				
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																													
Subject: New Case Intake Reviewer: Walton, Joanne Date: 08/02/2001 Time: 04:56:37 PM																													
Notes: Are you seeing or are you scheduled to see any other medical providers for your disabling condition? YES If yes, please supply the name(s), address(es), phone number(s) and fax number(s) of these providers. Seeing a counselor on 8/6/01: Dr. Shonda Bear-Morais, a psychologist thru the EAP; tel 610-366-8116																													
Has your physician given you any specific Restrictions or Limitations? Just to try to decrease stress due to BP Please describe your current treatment plan: (i.e. Physical or Psychological Therapy) Counseling, medications, EE is having a Cat Scan on 8/7/01 and blood tests soon																													
Current Medications: (Name/Dosage/Times per day/Time of the Day taken) Zanax .25 mg 3 times a day																													
Date of your last Doctor's Appointment: 8/2/01																													
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>08/06/2001</td> <td>12:50:27 PM</td> <td>Adams, Douglas</td> <td>Clinical Information</td> <td>TCT AP: Talked to Carol who confirmed the EE</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> </tr> <tr> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>[REDACTED]</td> </tr> </tbody> </table>										Date	Time	Reviewer	Subject	Notes	08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE	[REDACTED]									
Date	Time	Reviewer	Subject	Notes																									
08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE																									
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]																									
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]																									

press F1

Start | [Inbox - M...](#) | [Patient ...](#) | [Att1 - RU...](#) | [Microsoft...](#) | [Microsoft...](#) | [Records...](#) | [Overdue...](#) | [\[REDACTED\]](#) | [\[REDACTED\]](#) | [\[REDACTED\]](#)

BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-001	Copy:	<input type="checkbox"/>																										
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																																			
<table border="1"> <tr> <td>Subject:</td> <td>New Case Intake</td> </tr> <tr> <td>Reviewer:</td> <td>Walton, Joanne</td> </tr> <tr> <td>Date:</td> <td>08/02/2001</td> </tr> <tr> <td>Time:</td> <td>04:56:37 PM</td> </tr> <tr> <td colspan="2"> Notes: Date of your next Doctor's Appointment: will call to see PCP after tests are done; 8/6 with counselor Expected Return to Work Date? unknown </td> </tr> <tr> <td colspan="2"> What requirements of your job are you now unable to perform? Due to stress and harassment at work in EE's unit, EE can not concentrate on her job, EE can not breathe in that work environment, EE tried to work on 8/1 and could not do it </td> </tr> <tr> <td colspan="2"> Do you have any other medical conditions?: NO </td> </tr> <tr> <td colspan="2"> Do you give permission for us to leave messages on your answering machine or with a member of your household? YES </td> </tr> <tr> <td colspan="10"> ADDITIONAL COMMENTS </td> </tr> </table>										Subject:	New Case Intake	Reviewer:	Walton, Joanne	Date:	08/02/2001	Time:	04:56:37 PM	Notes: Date of your next Doctor's Appointment: will call to see PCP after tests are done; 8/6 with counselor Expected Return to Work Date? unknown		What requirements of your job are you now unable to perform? Due to stress and harassment at work in EE's unit, EE can not concentrate on her job, EE can not breathe in that work environment, EE tried to work on 8/1 and could not do it		Do you have any other medical conditions?: NO		Do you give permission for us to leave messages on your answering machine or with a member of your household? YES		ADDITIONAL COMMENTS									
Subject:	New Case Intake																																		
Reviewer:	Walton, Joanne																																		
Date:	08/02/2001																																		
Time:	04:56:37 PM																																		
Notes: Date of your next Doctor's Appointment: will call to see PCP after tests are done; 8/6 with counselor Expected Return to Work Date? unknown																																			
What requirements of your job are you now unable to perform? Due to stress and harassment at work in EE's unit, EE can not concentrate on her job, EE can not breathe in that work environment, EE tried to work on 8/1 and could not do it																																			
Do you have any other medical conditions?: NO																																			
Do you give permission for us to leave messages on your answering machine or with a member of your household? YES																																			
ADDITIONAL COMMENTS																																			
Date	Time	Reviewer	Subject	Notes																															
08/06/2001	12:50:27 PM	Adams, Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE																															
08/02/2001	12:50:27 PM	Walton, Joanne	New Case Intake	Claim Update																															

Up, press F1

Start | Inbox - M... | Patient ... | All - RU... | Microsoft Word | Microsoft Excel | Records... | Overdue... | Print | Help | Exit

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	CCM			
Event Contact				Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab
Subject	Clinical Information										
Reviewer	Adams Douglas		Date	08/06/2001	Time	12:50:27 PM					
Notes	TCT AP: Talked to Carol who confirmed the EE was seen on 8/2/01 but would not release any info w/out a signed release.										

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input checked="" type="checkbox"/> Terminated	Age: <input type="text" value="27"/>	Product: MDIS	CSA/Plan: <input type="text" value="698456-22-001"/>	Cart: <input type="checkbox"/>
Event Contact: <input type="checkbox"/> Work Profile	<input type="checkbox"/> Event Summary	<input type="checkbox"/> Providers	<input type="checkbox"/> Dx Px	<input type="checkbox"/> Event Notes
<input type="checkbox"/> Cert/ReCert	<input type="checkbox"/> Task/Case Assignment	<input type="checkbox"/> Mod RTW	<input type="checkbox"/> Rehab	
Subject: <input type="text" value="Other"/> Reviewer: Adams,Douglas Date: <input type="text" value="08/06/2001"/> Time: <input type="text" value="12:51:09 PM"/> Notes: TCT:EE: Talked to EE and explained I need signed ROI from EE so I can obtain info from AP. She understood and will go to the office tomorrow.				
Time	Reviewer	Subject	Notes	
09:51:03 PM	Adams,Douglas	Other	TCT:EE: Talked to EE and explained I need signed ROI from EE so I can obtain info from AP.	
12:50:27 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE	
04:56:37 PM	Walton,Joanne	New Case Intake	Claim Intake	

Help, press F1 [NU]

Start | Inbox - M... | Patient ... | Att - RU... | Microsoft... | Microsoft... | Records... | Overdue... | EMA | 1.1

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	E98456-22-00T	Carry:		
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab										
Subject:	Status:									
Reviewer:	Baughman, Julie	Date:	08/09/2001	Time:	08:39:14 AM					
Notes:	Supervisor Theresa Day called inquiring status of claim... advised ee called in new claim on 08-02-2001 and is now in review.									
Time	Reviewer	Subject	Notes							
03:59:37 PM	Baughman, Julie	Status	Supervisor Theresa Day called inquiring status.							
12:51:09 PM	Adams,Douglas	Other	TCT EE: Talked to EE and explained I need signature.							
12:50:27 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE.							
04:56:37 PM	Walton,Joanne	New Case Intake	Claim Intake							

Alt+p, press F1

Start | [Inbox - M...](#) | [Patient ...](#) | [Att1 - RU...](#) | [Microsoft...](#) | [Microsoft...](#) | [Records...](#) | [Overdue...](#) | [Links...](#) | [Help...](#)

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy	F
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab									
Subject	Other								
Reviewer	Garabed,Marie		Date	08/09/2001	Time	04:03:21 PM			
Notes	Supervisor, Tricia Maroun, asked about status of claim. Advised her that it is currently being reviewed. Tricia advised that she is EE's new supervisor and NOD should be sent to her. Changed supervisor name/phone # in Work Profile per supervisor's request. Previous supervisor's name was Theresa Day.								
Time	Reviewer	Subject	Notes						
08:39:14 AM	Baughman,Julie	Status	Supervisor, Tricia Maroun, asked about status of claim. Advised her that it is currently being reviewed. Tricia advised that she is EE's new supervisor and NOD should be sent to her. Changed supervisor name/phone # in Work Profile per supervisor's request. Previous supervisor's name was Theresa Day.						
12:51:09 PM	Adams,Douglas	Other	TCT EE: Talked to EE and explained I need signature						
12:50:27 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Carol who confirmed the EE						

Up, press F1

D00091

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Com.	<input checked="" type="checkbox"/>
Event Contact	Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Subject	<input type="text" value="Case Closure"/>								
Reviewer	Adams,Douglas		Date	08/10/2001		Time	08:41:23 AM		
Notes	<p>Case closed due to no clinical rec'd.</p> <p>Manual NOD sent via E-mail.</p>								

skip, press F1

Start **Inbox - M...** **Patient ...** **Alt1 - RU...** **Microsof...** **Microsoft...** **Records** **Outlook...** **Outlook...**

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-00T	Cont:	<input type="checkbox"/>
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab									
Subject:	<input type="text" value="Other"/>								
Reviewer:	Walton, Joanne		Date:	08/13/2001	Time:	12:38:18 PM			
Notes:	TCF EE re: denial of claim. EE stated she flup'd with AP's office and they faxed med info to Aetna on 8/8/01. Advised no fax posted to claim. EE stated AP's office is faxing info today with her SSN on it to 877-216-6275. Suggested EE check back with us on 8/14 to verify receipt of med. info. Advised med. review takes up to 5 bus. days.								
Time	Reviewer	Subject	Notes						
12:38:18 PM	Walton, Joanne	Other	TCF EE re: denial of claim. EE stated she flup'd with AP's office and they faxed med info to Aetna on 8/8/01. Advised no fax posted to claim. EE stated AP's office is faxing info today with her SSN on it to 877-216-6275. Suggested EE check back with us on 8/14 to verify receipt of med. info. Advised med. review takes up to 5 bus. days.						
08:41:23 AM	Adams, Douglas	Case Closure	Case closed due to no clinical rec'd.						
04:03:21 PM	Garabed, Marie	Other	Supervisor, Tricia Maroun, asked about status of this case.						
08:39:14 AM	Baughman, Julie	Status	Supervisor Theresa Day called inquiring status of this case.						

Up, press F1

Start | Inbox - M... | Patient ... | Att1 - RU... | Microsoft... | Microsoft... | Records... | Overdue... | Help | Exit | NU

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: <input type="text" value="27"/>	Product: <input type="text" value="MDIS"/>	CSA/Plan: <input type="text" value="698456-22-001"/>	Carry: <input type="checkbox"/>																				
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																								
Subject: <input type="text" value="Clinical Information"/> Reviewer: <input type="text" value="True,Linda"/> Date: <input type="text" value="08/14/2001"/> Time: <input type="text" value="08:34:23 AM"/> Notes: <input type="text" value="fax rec'd from Northern Valley Primary care"/>																								
<table border="1"> <thead> <tr> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>08:34:23 AM</td> <td>True,Linda</td> <td>Clinical Information</td> <td>fax rec'd from Northern Valley Primary care</td> </tr> <tr> <td>12:38:18 PM</td> <td>Walton,Joanne</td> <td>Other</td> <td>TCF EE re: denial of claim. EE stated she flip'd</td> </tr> <tr> <td>08:41:23 AM</td> <td>Adams,Douglas</td> <td>Case Closure</td> <td>Case closed due to no clinical rec'd.</td> </tr> <tr> <td>04:03:21 PM</td> <td>Garabed,Marie</td> <td>Other</td> <td>Supervisor, Tricia Maroun, asked about status o</td> </tr> </tbody> </table>					Time	Reviewer	Subject	Notes	08:34:23 AM	True,Linda	Clinical Information	fax rec'd from Northern Valley Primary care	12:38:18 PM	Walton,Joanne	Other	TCF EE re: denial of claim. EE stated she flip'd	08:41:23 AM	Adams,Douglas	Case Closure	Case closed due to no clinical rec'd.	04:03:21 PM	Garabed,Marie	Other	Supervisor, Tricia Maroun, asked about status o
Time	Reviewer	Subject	Notes																					
08:34:23 AM	True,Linda	Clinical Information	fax rec'd from Northern Valley Primary care																					
12:38:18 PM	Walton,Joanne	Other	TCF EE re: denial of claim. EE stated she flip'd																					
08:41:23 AM	Adams,Douglas	Case Closure	Case closed due to no clinical rec'd.																					
04:03:21 PM	Garabed,Marie	Other	Supervisor, Tricia Maroun, asked about status o																					

:p, press F1

Start |  [Inbox - M...](#) |  [Patient ...](#) |  [Att1 - RU...](#) |  [Microsoft...](#) |  [Microsoft...](#) |  [Records...](#) |  [Overdue...](#) |  [Help](#) |  [Exit](#)

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-001	Copy:	Print																				
Event Contact Work Phone Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTw Rehab																													
Subject: Other Reviewer: Blake,Barbara Date: 08/14/2001 Time: 02:46:44 PM Notes: EE called did we receive med. I advised we did receive today.																													
<table border="1"> <thead> <tr> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>07:15:44 AM</td> <td>Blake,Barbara</td> <td>Other</td> <td>EE called to see if we received med. I advised we did.</td> </tr> <tr> <td>08:34:23 AM</td> <td>True,Linda</td> <td>Clinical Information</td> <td>fax rec'd from Northern Valley Primary care</td> </tr> <tr> <td>12:38:18 PM</td> <td>Walton,Joanne</td> <td>Other</td> <td>TCF EE re: denial of claim. EE stated she flup'd</td> </tr> <tr> <td>08:41:23 AM</td> <td>Adams,Douglas</td> <td>Case Closure</td> <td>Case closed due to no clinical rec'd.</td> </tr> </tbody> </table>										Time	Reviewer	Subject	Notes	07:15:44 AM	Blake,Barbara	Other	EE called to see if we received med. I advised we did.	08:34:23 AM	True,Linda	Clinical Information	fax rec'd from Northern Valley Primary care	12:38:18 PM	Walton,Joanne	Other	TCF EE re: denial of claim. EE stated she flup'd	08:41:23 AM	Adams,Douglas	Case Closure	Case closed due to no clinical rec'd.
Time	Reviewer	Subject	Notes																										
07:15:44 AM	Blake,Barbara	Other	EE called to see if we received med. I advised we did.																										
08:34:23 AM	True,Linda	Clinical Information	fax rec'd from Northern Valley Primary care																										
12:38:18 PM	Walton,Joanne	Other	TCF EE re: denial of claim. EE stated she flup'd																										
08:41:23 AM	Adams,Douglas	Case Closure	Case closed due to no clinical rec'd.																										

Help, press F1

Start | [Inbox - M...](#) | [Patient ...](#) | [Att1 - RU...](#) | [Microsoft...](#) | [Microsoft...](#) | [Records...](#) | [Overdue...](#) | [Print...](#) | [Print...](#)

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Conn.
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod.RTW	Rehab
Subject	Status							
Reviewer	Fuller,Judith	Date	08/15/2001	Time	02:50:44 PM			
Notes	SUPR CONFIRMING THAT CLINICAL WAS RECD ON 8/14 AND IS BEING REVIEWED.							

15, dress F1

start **Inbox - M...** **Patient ...** **At1 - RU...** **Microsoft...** **Microsoft...** **Records...** **Overdue**

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Subject	Status		Date	08/17/2001	Time	11:42:48 AM		
Reviewer	True,Linda							
Notes	EE called and stated "she is really getting pissed" because she has rec'd no pay at all. Advised that they have 5 business days for review of the medical.							
Time	Reviewer	Subject	Notes					
02:23:54 PM	10161563732	Status	EE called and stated "she is really getting pissed"					
02:50:44 PM	Fuller,Judith	Status	SUPR CONFIRMING THAT CLINICAL WAS RECD					
02:46:44 PM	Blake,Barbara	Other	EE called did we receive med. I advised we did					
08:34:23 AM	True,Linda	Clinical Information	fax rec'd from Northern Valley Primary care					

Help, press F1

Start | Inbox - ... | Patient - ... | Atl1 - R... | Microso... | Microso... | Record... | Overdu... | Print | Email | Help | Exit

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-001	Conn:	<input type="checkbox"/>
Event Contact:	Work Profile	Event Summary:	Providers, Dx, Px:	Event Notes:	Cert/ReCert:	Task/Case Assignment:	Mod RTW:	Rehab:	
Subject:	Nurse Review - Written								
Reviewer:	Doble,Laura		Date:	08/20/2001	Time:	10:59:29 AM			
Notes:	<p>Review of DVN DVN received 8/13/01. Most recent DV was 8/2/01 and AP noted that EE was being harassed at work and had headaches and HTN. B/P was 130/90 which would only be considered high normal and would not be expected to support functional impairment. AP's assessment was anxiety secondary to stress at work. Treatment was no work Xanax. CT of the head was scheduled for 8/7 and report enclosed was unremarkable. There was also a note stating that EE had called on 8/6/01 and was doing ok. She was to be seen by EAP. Information supports functional impairment through 8/7/01 when CT was unremarkable. Would need to review EAP notes and address accommodations to support beyond that date.</p>								
Time	Reviewer	Subject	Notes						
10:49:27 AM	Doble,Laura	Nurse Review - Written	Review of DVN						
11:42:48 AM	True,Linda	Status	EE called and stated " she is really getting pissed off"						
02:50:44 PM	Fuller,Judith	Status	SUPR CONFIRMING THAT CLINICAL WAS REC'D						
02:46:44 PM	Blake,Barbara	Other	EE called did we receive med. I advised we did						

Up, press F1 NU

Start | Inbox - ... | Patient ... | Att1. - R.... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help | Exit

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Conv.	<input type="checkbox"/>		
Event Contact		Work Profile		Event Summary		Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab
Subject	Clinical Information										
Reviewer	Adams,Douglas			Date	08/20/2001	Time	12:19:10 PM				
Notes	TCT AP: Talked to Carol who stated the AP was not available to address R&L's. She did confirm that EE has not been seen since 8/2/01 but could not tell me when the EE can rtw or why she is currently DOW when the CT scan was unremarkable.										

Time	Reviewer	Subject	Notes
10:49:00 AM	Dobie,Laura	Review of OVN	TCT AP: Talked to Carol who stated the AP was not available to address R&L's. She did confirm that EE has not been seen since 8/2/01 but could not tell me when the EE can rtw or why she is currently DOW when the CT scan was unremarkable.
10:59:29 AM	Doble,Laura	Nurse Review - Written	Review of OVN
11:42:48 AM	True,Linda	Status	EE called and stated " she is really getting pissed off."
02:50:44 PM	Fuller,Judith	Status	SUPR CONFIRMING THAT CLINICAL WAS RECD

Up, press F1

Start | Inbox - ... | Patient ... | Alt1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: <input type="text" value="27"/>	Product: <input type="text" value="MDIS"/>	CSA/Plan: <input type="text" value="698456-22-001"/>	Com:
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: <input type="text" value="Other"/> Reviewer: <input type="text" value="Adams,Douglas"/> Date: <input type="text" value="08/20/2001"/> Time: <input type="text" value="12:24:29 PM"/> Notes: TCT EE: I indicated to EE that medical supports impairment thru 8/7/01 but that I would need OVB notes from EAP and AP visit today to consider recertification. She understood.				
Time	Reviewer	Subject	Notes	
12:19:01 PM	Adams,Douglas	Other	TCT EE: I indicated to EE that medical supports	
12:19:10 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Carol who stated the AP was	
10:59:29 AM	Doble,Laura	Nurse Review - Written	Review of OVN	
11:42:48 AM	True,Linda	Status	EE called and stated " she is really getting pissed off"	

Help, press F1 [Inbox](#) - [Patient](#) ... [Alt1 - R...](#) [Microsoft Word](#) [Microsoft Excel](#) [Record](#)... [Overdue](#)... [Print](#) [Email](#) [Close](#)

BAILY, LISA M . [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-001	Category:	None	
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab		
Subject:	Status:									
Reviewer:	Fuller,Judith	Date:	08/24/2001	Time:	10:00:33 AM					
Notes:	SUPR CONFIRMING EE REMAINS CERTED THRU 8/7/01									

Time	Reviewer	Subject	Notes
10:00:33 AM	Fuller,Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU
12:24:29 PM	Adams,Douglas	Other	TCT EE: I indicated to EE that medical supports i
12:19:10 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Carol who stated the AP was
10:59:29 AM	Dobie,Laura	Nurse Review - Written	Review of OVN

ip, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help

MD BAILY, LISA M .[172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy																				
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																												
Subject: Clinical Information Reviewer: True,Linda Date: 08/24/2001 Time: 04:02:25 PM Notes: fax rec'd from Barton Counseling																												
<table border="1"> <thead> <tr> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>08/24/2001 10:00:33 AM</td> <td>Fuller,Judith</td> <td>Clinical Information</td> <td>fax rec'd from Barton Counseling</td> </tr> <tr> <td>10:00:33 AM</td> <td>Fuller,Judith</td> <td>Status</td> <td>SUPR CONFIRMING EE REMAINS CERTED THRU</td> </tr> <tr> <td>12:24:29 PM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCT EE: I indicated to EE that medical supports i</td> </tr> <tr> <td>12:19:10 PM</td> <td>Adams,Douglas</td> <td>Clinical Information</td> <td>TCT AP: Talked to Carol who stated the AP was</td> </tr> </tbody> </table>									Time	Reviewer	Subject	Notes	08/24/2001 10:00:33 AM	Fuller,Judith	Clinical Information	fax rec'd from Barton Counseling	10:00:33 AM	Fuller,Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU	12:24:29 PM	Adams,Douglas	Other	TCT EE: I indicated to EE that medical supports i	12:19:10 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Carol who stated the AP was
Time	Reviewer	Subject	Notes																									
08/24/2001 10:00:33 AM	Fuller,Judith	Clinical Information	fax rec'd from Barton Counseling																									
10:00:33 AM	Fuller,Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU																									
12:24:29 PM	Adams,Douglas	Other	TCT EE: I indicated to EE that medical supports i																									
12:19:10 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Carol who stated the AP was																									

Help, press F1

Start | Inbox - ... | Patient ... | Att1.- R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help | Exit

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: <input type="text" value="27"/>	Product: <input type="text" value="MDIS"/>	CSA/Plan: <input type="text" value="698456-22-00123"/>	Copy: <input type="button" value="F1"/>
Event Contact Work Profile Event Summary Providers Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: <input type="text" value="Status"/>	Reviewer: <input type="text" value="Baughman,Julee"/>	Date: <input type="text" value="08/27/2001"/>	Time: <input type="text" value="11:40:39 AM"/>	
Notes: Supervisor Patricia Maroun called inquiring status of claim... advised ee is certed thru 08-07... also advise that clinical was rec'd on 08-24 and is now in review for possible extension.				
Time	Reviewer	Subject	Notes	
11:40:39 AM	Baughman,Julee	Status	Supervisor Patricia Maroun called inquiring status	
04:02:25 PM	True,Linda	Clinical Information	fax rec'd from Barton Counseling	
10:00:33 AM	Fuller,Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU	
12:24:29 PM	Adams,Douglas	Other	TCT EE: I indicated to EE that medical supports i	

Help, press F1

Start | Patient ... | Record... |

Event Stage		Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy F
Event Contact		Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod R/TW	Rehab
<p>Subject: Clinical Information</p> <p>Reviewer: Adams,Douglas Date: 08/29/2001 Time: 10:43:00 AM</p> <p>Notes: Clinical rec'd from CSW-I will task to Bill N. for review.</p>									
Time	Reviewer	Subject	Notes						
10:43:01 AM	Baughman,Julie	Clinical Information	Clinical rec'd from CSW-I will task to Bill N. for review.						
11:40:39 AM	Baughman,Julie	Status	Supervisor Patricia Maroun called inquiring status						
04:02:25 PM	True,Linda	Clinical Information	fax rec'd from Barton Counseling						
10:00:33 AM	Fuller,Judith	Status	SUPR CONFIRMING EE REMAINS CERTED THRU						

↪, press F1

start |  Inbox - |  Patient - |  Att1 - R |  Microso |  Micrso |  Record |  Overdu

MD BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: 27	Product: MDIS	CSA/Plan: 698456-22-001	Com:
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: Clinical Information Reviewer: Nevins, William Date: 08/29/2001 Time: 03:04:42 PM				
Notes: Reviewed file, faxed note from SW, Ms. Bear, Maroun. Note makes no mention of disabling or acute sx, objective findings. No mention of support for Pt/EE being disabled DOW. No mention of referral to psychiatrist or PCP for tx with medication for dep. sxs. Medical info. does not support R&Ls.				
Time	Reviewer	Subject	Notes	
03:04:20 PM	Nevins, William	Clinical Information	Reviewed file, faxed note from SW, Ms. Bear, Maroun. Note makes no mention of disabling or acute sx, objective findings. No mention of support for Pt/EE being disabled DOW. No mention of referral to psychiatrist or PCP for tx with medication for dep. sxs. Medical info. does not support R&Ls.	
10:43:00 AM	Adams, Douglas	Clinical Information	Clinical rec'd from CSW-I will task to Bill N. for re	
11:40:39 AM	Baughman, Julie	Status	Supervisor Patricia Maroun called inquiring statu	
04:02:25 PM	True, Linda	Clinical Information	fax rec'd from Barton Counseling	

Help, press F1

Start | Inbox - ... | Patient ... | Atl1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdu... | Print | Email | Help | Exit

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Conv
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Subject	<input type="text" value="Status"/>							
Reviewer	Blake, Barbara		Date	08/30/2001	Time	09:24:36 AM		
Notes	Supervisor called and wanted to know if ee had filed for appeal. I advised I see no mention in the notes. I advised that we did receive updated clinical, however it does not support beyond 8-7.							
Time	Reviewer	Subject	Status	Notes				
03:04:42 PM	Nevins, William	Clinical Information	Supervisor called and wanted to know if ee had	Reviewed file, faxed note from SW, Ms. Bea				
10:43:00 AM	Adams, Douglas	Clinical Information	Clinical rec'd from CSW-I will task to Bill N. for re					
11:40:39 AM	Baughman, Julie	Status	Supervisor Patricia Maroun called inquiring statu					

Top, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help | Exit

[MD] BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-001	Comments:
Event Contact Work Profile Event Summary Providers : Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Subject:	<input type="text" value="Other"/>							
Reviewer:	Garbed,Marie		Date:	08/30/2001	Time:	04:25:00 PM		
Notes:	<p>EE called about status of her claim. EE advised that supervisor called her and advised her recent was denied. Advised EE that there has not yet been NOD sent regarding approval or denial.</p> <p>EE requested a callback asap to advise status of claim. EE appeared upset the way claim is being handled.</p> <p>Please call EE asap at ph#610-760-1822</p> <p>EE's husband asked for DA's extension #; advised EE that extension #'s cannot be released by Call Center rep's.</p> <p>Lisa Baily 172 56 3732</p>							
Time	Reviewer	Subject	Notes					
04:25:00 PM	Garbed,Marie	Other	EE called about status of her claim. EE advised that supervisor called and wanted to know if ee had					
09:24:36 AM	Blake,Barbara	Status	Supervisor called and wanted to know if ee had					
03:04:42 PM	Nevins,William	Clinical Information	Reviewed file, faxed note from SW, Ms. Bea					
10:43:00 AM	Adams,Douglas	Clinical Information	Clinical rec'd from CSV-I will task to Bill N. for re					

Help, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue | Link | Email | Print | Help

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	638456-22-001	Copy:	<input type="checkbox"/>																																									
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod/Rew Rehab																																																		
<table border="1"> <tr> <td>Subject:</td> <td>Status:</td> <td colspan="8"></td> </tr> <tr> <td>Reviewer:</td> <td>TrueLinda</td> <td>Date:</td> <td>09/04/2001</td> <td>Time:</td> <td>04:54:16 PM</td> <td colspan="5"></td> </tr> <tr> <td colspan="10">Notes: EE called and was expecting a call back to discuss her denial. 610-248-9362 cell phone number. She is requesting a phone call tomorrow 9-5-01.</td> </tr> <tr> <td colspan="10"> <p>Lisa Baily 172-56-3762</p> </td> </tr> </table>										Subject:	Status:									Reviewer:	TrueLinda	Date:	09/04/2001	Time:	04:54:16 PM						Notes: EE called and was expecting a call back to discuss her denial. 610-248-9362 cell phone number. She is requesting a phone call tomorrow 9-5-01.										<p>Lisa Baily 172-56-3762</p>									
Subject:	Status:																																																	
Reviewer:	TrueLinda	Date:	09/04/2001	Time:	04:54:16 PM																																													
Notes: EE called and was expecting a call back to discuss her denial. 610-248-9362 cell phone number. She is requesting a phone call tomorrow 9-5-01.																																																		
<p>Lisa Baily 172-56-3762</p>																																																		
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>09/04/2001</td> <td>04:54:16 PM</td> <td>TrueLinda</td> <td>Status</td> <td>EE called and was expecting a call back to discuss her denial. 610-248-9362 cell phone number. She is requesting a phone call tomorrow 9-5-01.</td> </tr> <tr> <td>08/30/2001</td> <td>04:25:00 PM</td> <td>Garabed,Marie</td> <td>Other</td> <td>EE called about status of her claim. EE advised she has been denied.</td> </tr> <tr> <td>08/30/2001</td> <td>09:24:36 AM</td> <td>Blake,Barbara</td> <td>Status</td> <td>Supervisor called and wanted to know if ee hr</td> </tr> <tr> <td>08/29/2001</td> <td>03:04:42 PM</td> <td>Nevins,William</td> <td>Clinical Information</td> <td>Reviewed file, faxed note from SW, Ms. Baily</td> </tr> </tbody> </table>										Date	Time	Reviewer	Subject	Notes	09/04/2001	04:54:16 PM	TrueLinda	Status	EE called and was expecting a call back to discuss her denial. 610-248-9362 cell phone number. She is requesting a phone call tomorrow 9-5-01.	08/30/2001	04:25:00 PM	Garabed,Marie	Other	EE called about status of her claim. EE advised she has been denied.	08/30/2001	09:24:36 AM	Blake,Barbara	Status	Supervisor called and wanted to know if ee hr	08/29/2001	03:04:42 PM	Nevins,William	Clinical Information	Reviewed file, faxed note from SW, Ms. Baily																
Date	Time	Reviewer	Subject	Notes																																														
09/04/2001	04:54:16 PM	TrueLinda	Status	EE called and was expecting a call back to discuss her denial. 610-248-9362 cell phone number. She is requesting a phone call tomorrow 9-5-01.																																														
08/30/2001	04:25:00 PM	Garabed,Marie	Other	EE called about status of her claim. EE advised she has been denied.																																														
08/30/2001	09:24:36 AM	Blake,Barbara	Status	Supervisor called and wanted to know if ee hr																																														
08/29/2001	03:04:42 PM	Nevins,William	Clinical Information	Reviewed file, faxed note from SW, Ms. Baily																																														

:p, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | Link | Print | Email | Exit

Event Stage	Terminated	Age:	27	Product	MDIS	CSA/Plan	698456-22-001	Copy
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab
Subject	Other							
Reviewer	Adams,Douglas	Date	09/05/2001	Time: 02:56:55 PM				
Notes	TCT EE: Unable to leave VMM on EE's cell phone.							
Date	Time	Reviewer	Subject	Notes				
09/04/2001	04:54:16 PM	Adams,Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phone.				
09/04/2001	04:54:16 PM	True,Linda	Status	EE called and was expecting a call back to discuss claim.				
08/30/2001	04:25:00 PM	Garabed,Marie	Other	EE called about status of her claim. EE advised.				
08/30/2001	09:24:36 AM	Blake,Barbara	Status	Supervisor called and wanted to know if ee has been seen.				

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab
Subject: Other Reviewer: Adams,Douglas Date: 09/05/2001 Time: 02:59:04 PM Notes: TCT EE: Left VMM for EE that medical does not include any objective findings and is not enough to recert past 8/6/01. I indicated that I will fax an MMPS to CSV for further clarification of impairment level.								
Date	Time	Reviewer	Subject	Notes				
09/05/2001	02:59:04 PM	Adams,Douglas	Other	TCT EE: Left VMM for EE that medical does not include any objective findings and is not enough to recert past 8/6/01. I indicated that I will fax an MMPS to CSV for further clarification of impairment level.				
09/05/2001	02:56:55 PM	Adams,Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phone.				
09/04/2001	04:54:16 PM	True,Linda	Status	EE called and was expecting a call back to discuss her claim.				
08/30/2001	04:25:00 PM	Garabed,Marie	Other	EE called about status of her claim. EE advised she would call back.				

Help, press F1

Start | Home | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Help & Support | Mail

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000 X

Event Stage: Terminated	Age: 27	Product: MDIS	CSA/Plan: 698456-22-001	Copy: <input type="checkbox"/>																									
Event Contact Work Profile Event Summary Providers Dx Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																													
Subject: <input type="text" value="Claim Action Plan"/> <input type="button" value="New"/> Reviewer: Adams,Douglas Date: 09/05/2001 Time: 03:00:41 PM Notes: Given RN review medical does not support after 8/6/01. Denial NOD sent via E-mail.																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>09/05/2001</td> <td>02:59:41 PM</td> <td>Adams,Douglas</td> <td>Claim Action Plan</td> <td>Given RN review medical does not support after 8/6/01.</td> </tr> <tr> <td>09/05/2001</td> <td>02:59:04 PM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCT EE: Left VMM for EE that medical does not support after 8/6/01.</td> </tr> <tr> <td>09/05/2001</td> <td>02:56:55 PM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCT EE: Unable to leave VMM on EE's cell phone.</td> </tr> <tr> <td>09/04/2001</td> <td>04:54:16 PM</td> <td>True,Linda</td> <td>Status</td> <td>EE called and was expecting a call back to discuss denial.</td> </tr> </tbody> </table>					Date	Time	Reviewer	Subject	Notes	09/05/2001	02:59:41 PM	Adams,Douglas	Claim Action Plan	Given RN review medical does not support after 8/6/01.	09/05/2001	02:59:04 PM	Adams,Douglas	Other	TCT EE: Left VMM for EE that medical does not support after 8/6/01.	09/05/2001	02:56:55 PM	Adams,Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phone.	09/04/2001	04:54:16 PM	True,Linda	Status	EE called and was expecting a call back to discuss denial.
Date	Time	Reviewer	Subject	Notes																									
09/05/2001	02:59:41 PM	Adams,Douglas	Claim Action Plan	Given RN review medical does not support after 8/6/01.																									
09/05/2001	02:59:04 PM	Adams,Douglas	Other	TCT EE: Left VMM for EE that medical does not support after 8/6/01.																									
09/05/2001	02:56:55 PM	Adams,Douglas	Other	TCT EE: Unable to leave VMM on EE's cell phone.																									
09/04/2001	04:54:16 PM	True,Linda	Status	EE called and was expecting a call back to discuss denial.																									

Up, press F1

 Start | Patient ...
NU

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy
Event Contact	Work Profile	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab
Subject	Status							
Reviewer	Adams,Douglas	Date	09/05/2001	Time	03:56:55 PM			
Notes	Faxed MHPS to Shandra Morelis at 610-366-1520							

Date	Time	Reviewer	Subject	Notes
09/05/2001	03:00:41 PM	Adams,Douglas	Status	Faxed MHPS to Shandra Morelis at 610-366-1520
09/05/2001	02:59:04 PM	Adams,Douglas	Claim Action Plan	Given RN review medical does not support aft
09/05/2001	02:56:55 PM	Adams,Douglas	Other	TCT EE: Left VMM for EE that medical does not
			Other	TCT EE: Unable to leave VMM on EE's cell phor

Up, press F1

Start | Inbox - ... | Patient ... | Alt1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue | Help | Exit | 1.1

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: Terminated	Age: 27	Product: MDIS	CSA/Plan: 638456-22-001	Conv:																									
Event Contact Work Profile Event Summary Providers Dx, Px Event Notes Left/Recert Task/Case Assignment Mod RTW Rehab																													
Subject: Other Reviewer: Adams,Douglas Date: 09/06/2001 Time: 09:44:13 AM																													
Notes: TCF EE's husband Williams. I explained to him that the info we have in the file does not support impairment past 8/7/01. As we have an AP note dated 8/6 stating EE doing "OK" and CT scan results from 8/7/01 that were neg. I told him that the note from CSW dated 8/23/01 did not include R&L's sx's or meds and therefore we sent the MHPS for further clarification. He understood.																													
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>09/06/2001</td> <td>09:44:13 AM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCF EE's husband Williams. I explained to him</td> </tr> <tr> <td>09/05/2001</td> <td>03:35:55 PM</td> <td>Adams,Douglas</td> <td>Status</td> <td>Faxed MHPS to Shandra Morais at 610-366-15</td> </tr> <tr> <td>09/05/2001</td> <td>03:00:41 PM</td> <td>Adams,Douglas</td> <td>Claim Action Plan</td> <td>Given RN review medical does not support aft</td> </tr> <tr> <td>09/05/2001</td> <td>02:59:04 PM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCT EE: Left VMM for EE that medical does not</td> </tr> </tbody> </table>					Date	Time	Reviewer	Subject	Notes	09/06/2001	09:44:13 AM	Adams,Douglas	Other	TCF EE's husband Williams. I explained to him	09/05/2001	03:35:55 PM	Adams,Douglas	Status	Faxed MHPS to Shandra Morais at 610-366-15	09/05/2001	03:00:41 PM	Adams,Douglas	Claim Action Plan	Given RN review medical does not support aft	09/05/2001	02:59:04 PM	Adams,Douglas	Other	TCT EE: Left VMM for EE that medical does not
Date	Time	Reviewer	Subject	Notes																									
09/06/2001	09:44:13 AM	Adams,Douglas	Other	TCF EE's husband Williams. I explained to him																									
09/05/2001	03:35:55 PM	Adams,Douglas	Status	Faxed MHPS to Shandra Morais at 610-366-15																									
09/05/2001	03:00:41 PM	Adams,Douglas	Claim Action Plan	Given RN review medical does not support aft																									
09/05/2001	02:59:04 PM	Adams,Douglas	Other	TCT EE: Left VMM for EE that medical does not																									

To, press F1

 Start | [Inbox](#) - ... | [Patient](#) ... | [Att1 - R...](#) | [Microso...](#) | [Microso...](#) | [Record...](#) | [Overdu...](#) | [Print](#) | [Email](#) | [Help](#) | [F1](#)

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age:	27	Product	MDIS	CSA/Plan	698456-22-001	Cchy	<input type="checkbox"/>
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab									
Subject: Other Reviewer: Adams,Douglas Date: 09/05/2001 Time: 09:46:32 AM Notes: *****ATTENTION PHONE CENTER***** Please transfer all calls to me per EE's request, thank you.									
Date	Time	Reviewer	Subject	Notes					
09/05/2001	09:46:32 AM	Adams,Douglas	Other	*****ATTENTION PHONE CENTER*****					
09/05/2001	09:44:13 AM	Adams,Douglas	Other	TCF EE's husband Williams. I explained to him					
09/05/2001	03:35:55 PM	Adams,Douglas	Status	Faxed MHPS to Shandra Moralis at 610-366-15					
09/05/2001	03:00:41 PM	Adams,Douglas	Claim Action Plan	Given RN review medical does not support aft					

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdu... | Print | Email | Help

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-0012	com																									
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod R/TW Rehab																																	
Subject: Other Reviewer: Adams,Douglas Date: 09/14/2001 Time: 02:24:57 PM																																	
Notes: TCF EE's husband asking about a status of a claim: I indicated to the EE that claim is still closed due to no clinical rec'd. He becomes upset and stated it was faxed "last week". He stated that it is not his responsibility to keep tracking down info so he and his wife can get their money. I did indicate to him that it is his wife responsibility to supply us w/the needed info to recert her disability. I did suggest to him that I would call AP and ask if fax was sent (not logged on system) and if so that I would try and get info over the phone. He stated if when he calls AP and they tell him that the fax was sent that he would call me back and we would have a "scwobble".																																	
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>09/06/2001</td> <td>09:27:57 AM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCF EE's husband asking about a status of a claim</td> </tr> <tr> <td>09/06/2001</td> <td>09:48:32 AM</td> <td>Adams,Douglas</td> <td>Other</td> <td>****ATTENTION PHONE CENTER***</td> </tr> <tr> <td>09/06/2001</td> <td>09:44:13 AM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCF EE's husband Williams. I explained to him</td> </tr> <tr> <td>09/05/2001</td> <td>03:35:55 PM</td> <td>Adams,Douglas</td> <td>Status</td> <td>Faxed MHPS to Shandra Moralis at 610-366-15</td> </tr> </tbody> </table>									Date	Time	Reviewer	Subject	Notes	09/06/2001	09:27:57 AM	Adams,Douglas	Other	TCF EE's husband asking about a status of a claim	09/06/2001	09:48:32 AM	Adams,Douglas	Other	****ATTENTION PHONE CENTER***	09/06/2001	09:44:13 AM	Adams,Douglas	Other	TCF EE's husband Williams. I explained to him	09/05/2001	03:35:55 PM	Adams,Douglas	Status	Faxed MHPS to Shandra Moralis at 610-366-15
Date	Time	Reviewer	Subject	Notes																													
09/06/2001	09:27:57 AM	Adams,Douglas	Other	TCF EE's husband asking about a status of a claim																													
09/06/2001	09:48:32 AM	Adams,Douglas	Other	****ATTENTION PHONE CENTER***																													
09/06/2001	09:44:13 AM	Adams,Douglas	Other	TCF EE's husband Williams. I explained to him																													
09/05/2001	03:35:55 PM	Adams,Douglas	Status	Faxed MHPS to Shandra Moralis at 610-366-15																													

Help, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: <input type="text" value="27"/>	Product: <input type="text" value="MDIS-1"/>	CSA/Plan: <input type="text" value="698456-22-001"/>	Conn: <input checked="" type="checkbox"/>
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: <input type="text" value="Clinical Information"/> Reviewer: <input type="text" value="Adams,Douglas"/> Date: <input type="text" value="09/14/2001"/> Time: <input type="text" value="02:30:40 PM"/> Notes: TCF Shandra Morris. Left message trying to confirm fax was sent. Tara will check and have Shanda call me back.				
Date	Time	Reviewer	Subject	Notes
09/17/2001	02:30:40 AM	Adams,Douglas	Clinical Information	TCF Shandra Morris. Left message trying to c
09/14/2001	02:24:57 PM	Adams,Douglas	Other	TCF EE's husband asking about a status of a c
09/06/2001	09:46:32 AM	Adams,Douglas	Other	****ATTENTION PHONE CENTER***
09/06/2001	09:44:13 AM	Adams,Douglas	Other	TCF EE's husband Williams. I explained to him

Up, press F1 Start

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698458:22-001	Copy																									
Event Contact Work Profile Event Summary Providers Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																																	
Subject: Clinical Information Reviewer: Fitzgerald,Debra Date: 09/17/2001 Time: 04:09:58 PM Notes: Rec'd fax from Barton Counseling																																	
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>09/17/2001</td> <td>04:09:58 PM</td> <td>Fitzgerald,Debra</td> <td>Clinical Information</td> <td>Rec'd fax from Barton Counseling</td> </tr> <tr> <td>09/14/2001</td> <td>02:30:40 PM</td> <td>Adams,Douglas</td> <td>Clinical Information</td> <td>TCT Shandra Moralis: Left message trying to c</td> </tr> <tr> <td>09/14/2001</td> <td>02:24:57 PM</td> <td>Adams,Douglas</td> <td>Other</td> <td>TCF EE's husband asking about a status of a c</td> </tr> <tr> <td>09/06/2001</td> <td>09:46:32 AM</td> <td>Adams,Douglas</td> <td>Other</td> <td>***ATTENTION PHONE CENTER***</td> </tr> </tbody> </table>									Date	Time	Reviewer	Subject	Notes	09/17/2001	04:09:58 PM	Fitzgerald,Debra	Clinical Information	Rec'd fax from Barton Counseling	09/14/2001	02:30:40 PM	Adams,Douglas	Clinical Information	TCT Shandra Moralis: Left message trying to c	09/14/2001	02:24:57 PM	Adams,Douglas	Other	TCF EE's husband asking about a status of a c	09/06/2001	09:46:32 AM	Adams,Douglas	Other	***ATTENTION PHONE CENTER***
Date	Time	Reviewer	Subject	Notes																													
09/17/2001	04:09:58 PM	Fitzgerald,Debra	Clinical Information	Rec'd fax from Barton Counseling																													
09/14/2001	02:30:40 PM	Adams,Douglas	Clinical Information	TCT Shandra Moralis: Left message trying to c																													
09/14/2001	02:24:57 PM	Adams,Douglas	Other	TCF EE's husband asking about a status of a c																													
09/06/2001	09:46:32 AM	Adams,Douglas	Other	***ATTENTION PHONE CENTER***																													
< p>press F1																																	
Start Inbox - ... Patient ... Att1 - R... Microso... Microso... Record... Overdu... New Open Print Email Help																																	

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: <input type="text" value="27"/>	Product: <input type="text" value="MDIS"/>	CSA/Plan: <input type="text" value="698456-22-001"/>	Copy: <input type="checkbox"/>
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: <input type="text" value="Other"/> Reviewer: <input type="text" value="Filey, Michelle"/> Date: <input type="text" value="09/18/2001"/> Time: <input type="text" value="12:01:25 PM"/>				
Notes: EE's husband, William, requested to speak to DA. DA was unavailable; then William requested to speak to DA's supervisor. I advised I was unable to reach supervisor as well. William advised that he would like a call back from DA's supervisor to discuss his wife's claim. he stated that neither himself or his wife have been notified of anything in reference to her claim, and he would like to discuss this further. You can reach William @ tel # 610-760-1822. William also requested to leave a VM for supervisor, tmsfrd to VM. Lisa Baily SS # 172-56-3732				
Date	Time	Reviewer	Subject	Notes
09/18/2001	12:01:25 PM	Filey, Michelle	Other	EE's husband, William, requested to speak to DA.
09/17/2001	04:09:58 PM	Fitzgerald, Debra	Clinical Information	Rec'd fax from Barton Counseling.
09/14/2001	02:30:40 PM	Adams, Douglas	Clinical Information	TCT Shandra Moralis: Left message trying to c
09/14/2001	02:24:57 PM	Adams, Douglas	Other	TCF EE's husband asking about a status of a c

Help, press F1 **NU**

Start |

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Copy
Event Contact		Work Profile		Event Summary		Providers, Dx, Px		Event Notes
								Cert/ReCert
								Task/Case Assignment
								Mod RTW
								Rehab
Subject: Clinical Information Reviewer: Adams,Douglas Date: 09/18/2001 Time: 12:26:30 PM Notes: MHPS rec'd which I will task to Bill Nevins for review.								
Date	Time	Reviewer	Subject	Notes				
09/17/2001	12:26:30 PM	Adams,Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for review.				
09/18/2001	12:01:25 PM	Riley,Michelle	Other	EE's husband, William, requested to speak to D				
09/17/2001	04:09:58 PM	Fitzgerald,Debra	Clinical Information	Rec'd fax from Barton Counseling.				
09/14/2001	02:30:40 PM	Adams,Douglas	Clinical Information	TCT Shandra Moralis: Left message trying to c				

Ap. press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: <input type="text" value="27"/>	Product: <input type="text" value="MDIS"/>	CSA/Plan: <input type="text" value="698456-22-001"/>	Carry: <input type="checkbox"/>
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: <input type="text" value="Other"/> Reviewer: <input type="text" value="Henderson,Karen"/> Date: <input type="text" value="09/18/2001"/> Time: <input type="text" value="05:26:50 PM"/> Notes: spoke w/clmt - she was upset with the service she has rec'd. Said we have lost her faxes from her AP's 2x now and this has delayed the process. I apologized and asked for more detail. She said there was a fax on 8/8 from her AP that didn't get here and one on 9/6 from her counselor that didn't get to Doug - or was lost. She also stated that Doug didn't call her prior to the first denial. She can only get through to Doug half of the time as he is not around to speak with. I asked her if she checked with Doug about the faxes and she said she did and he told her he didn't know what happened. She wants to make sure her claim is handled timely. I advised I will check with Doug to make sure the medical review is expedited and I will check to see if the fax machine was down earlier this month. I also told her that Doug will contact her with a decision.				
Date	Time	Reviewer	Subject	Notes
09/18/2001	12:26:50 PM	Henderson,Karen	Other	spoke w/clmt - she was upset with the service
09/18/2001	12:26:30 PM	Adams,Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for r
09/18/2001	12:01:25 PM	Riley,Michelle	Other	EE's husband, William, requested to speak to C
09/17/2001	04:09:58 PM	Fitzgerald,Debra	Clinical Information	Rec'd fax from Barton Counseling.

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help | Exit

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: Terminated	Age: 27	Product: MDIS	CSA/Plan: 698456-22-001	comy:
Event Contact	Work Profile	Event Summary	Providers: Dx: Px:	Event Notes: Left/Recert Task/Case Assignment: Mod RTW: Rehab:
Reviewer: Nevins, William	Date: 09/19/2001	Time: 08:11:55 AM		
Notes:	<p>Note out of sequence. Reviewed file, recent faxed MHPS from SW. Ms. Beat-Morales yesterday, but unable to enter in turns. Ms. Marais does not address objective findings/treatment (medication) or RTW. In fact makes a point of writing she does not "sign off on disability", deferring to Drs. Information/office notes sent from Drs. office last month, indicate Dr. supported initial period DOW between 8/2-8/7 while awaiting MRI (C/I headache). MRI=wtl. I contacted Dr. office of Dr. Sterling, yesterday, who examined EE on 8/2 and explained the situation; asked for call back, as to whether or not he was ordering DOW further, current assess: tx, R&L.</p>			
Date	Time	Reviewer	Subject	Notes
09/19/2001	08:11:55 AM	Nevins, William	Claim/Contractual	Note out of sequence. Reviewed file, rece
09/18/2001	05:26:50 PM	Henderson, Karen	Other	spoke w/clmt - she was upset with the servic
09/18/2001	12:26:30 PM	Adams, Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for r
09/18/2001	12:01:25 PM	Riley, Michelle	Other	EE's husband, William, requested to speak to C

Help, press F1

Start | Inbox - ... | Patient ... | Alt1 - R... | Microsoft Word | Microsoft Excel | Record | Overdue | Print | Email | Exit

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Status	Terminated	Age	22	Product	MDIS	CSA/Plan	69845622-001	File#	F
Event Contact	Work/Other	Event Summary	Providers, Dx, Px	Event Notes	Cert/ReCert	Task/Case Assignment	Mod RTW	Rehab	
Subject	Status								
Reviewer	Fuller, Judith		Date	09/19/2001	Time		11:47:35 AM		
Notes	<p>HUSBAND CHECKING ON STATUS OF CLAIM. ADVISED HIM OF CALL TO APO THIS MORNING FOR ADDTL INFO AND THAT ONCE A DECISION IS MADE HE WOULD BE CONTACTED. WILLIAM IS INSISTING ON SPEAKING W/KHENDERSON TO MAKE SURE EVERYONE IS ON THE SAME WAVE LENGTH.</p> <p>WILLIAM WAS NOT AT A PHONE NUMBER FOR A RETURN CALL. STATING HE WILL CALL BACK LATER THIS AFTERNOON TO SPEAK W/KAREN.</p> <p>L BAILY SS#172563732</p>								
Date	Time	Reviewer	Subject	Notes					
09/19/2001	08:11:55 AM	Fuller, Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM					
09/18/2001	05:26:50 PM	Nevins, William	Claim/Contractual	Note out of sequence. Reviewed file, rece					
09/18/2001	12:26:30 PM	Henderson, Karen	Other	spoke w/clmt - she was upset with the servic					
09/18/2001	12:26:30 PM	Adams, Douglas	Clinical Information	MHPS rec'd which I will task to Bill Nevins for r					

Help, press F1

Start | Inbox - ... | Patient - ... | Alt1 - R... | Microsoft Word | Microsoft Excel | Record | Overdue | Print | Email | Help

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: Terminated	Age: 27	Product: MDIS	CSA/Plan: 698456-22-001	Comments:
Event Contact Work Profile Event Summary Providers Dx/Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: Other				
Reviewer: Riley,Michelle	Date: 09/19/2001	Time: 02:03:51 PM		
Notes:	EE's husband, William, requesting to speak to Karen H., asked if I could help w/ anything; he advised he would rather speak to Karen, instead William to VM.			
Date	Time	Reviewer	Subject	Notes
09/19/2001	11:47:51 AM	Riley,Michelle	Other	EE's husband, William, requesting to speak to Karen H., asked if I could help w/ anything; he advised he would rather speak to Karen, instead William to VM.
09/19/2001	11:47:35 AM	Fuller,Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM.
09/19/2001	08:11:55 AM	Nevins,William	Claim/Contractual	Note out of sequence. Reviewed file, received from William Nevins.
09/18/2001	05:26:50 PM	Henderson,Karen	Other	spoke w/clmt - she was upset with the service.

File, press F1

Start | Inbox - ... | Patient - ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Print | Email | Help | Exit

MO BAILY, LISA M. [172563732] MDis 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	698456-22-001	Carry:	
Event Contact:	Work/Employer	Event Summary:		Providers:	Dx, Px	Event Notes:	Cert/ReCert	Task/Case Assignment:	Mod RTW
Subject:	Other								
Reviewer:	Blake Barbera		Date:	09/20/2001	Time:	11:44:35 AM			
Notes:	EE's husband just called backed. He called Dr Scott Sterling and was told that they never received MHPS and we need to fax another right away please.								
<p>Lisa Baily SS # 172-56-3732</p> <p>Dr Scott Sterling Fax # 610-261-2187 to Doctor or Associate.</p>									

Date	Time	Reviewer	Subject	Notes
09/19/2001	11:44:35 AM	Blake Barbera	Other	EE's husband just called backed. He called Dr
09/19/2001	02:03:51 PM	Riley, Michelle	Other	EE's husband, William, requesting to speak to h
09/19/2001	11:47:35 AM	Fuller, Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM.
09/19/2001	08:11:55 AM	Nevins, William	Claim/Contractual	Note out of sequence. Reviewed file, rece

Help, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdu... | Print | Email | Help

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	638456-22-001	Cony
Event Contact Work Profile Event Summary Providers : Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Subject	Other							
Reviewer	Fuller,Judith		Date	09/20/2001	Time	02:15:33 PM		
Notes	HUSBAND REQUESTING TO SPEAK W/KHENDERSON. DID NOT WANT VOICE MAIL. HE IS NOT AT A NUMBER WHERE HE CAN BE REACHED, STATING THAT HE WILL CONTINUE TO CALL UNTIL HE SPEAKS DIRECTLY W/KHENDERSON. MSG FWD TO KHENDERSON/DADAMS L BAILY SS#172-56-3732							
Date	Time	Reviewer	Subject	Notes				
09/19/2001	12:45:46 PM	Judge,John	Other	HUSBAND REQUESTING TO SPEAK W/KHENDERSON.				
09/20/2001	11:44:35 AM	Blake,Barbara	Other	EE's husband just called back. He called Dr				
09/19/2001	02:03:51 PM	Riley,Michelle	Other	EE's husband ,William, requesting to speak to k				
09/19/2001	11:47:35 AM	Fuller,Judith	Status	HUSBAND CHECKING ON STATUS OF CLAIM.				

Help, press F1 NU

[Start](#) | [Inbox](#) - ... | [Patient](#) ... | [Alt1 - R...](#) | [Microso...](#) | [Microso...](#) | [Record...](#) | [Overdu...](#) | [Print](#) | [Email](#) | [Help](#)

M0 BAILY, LISA M. [172563732] MDIS 1833-5060-0000 X

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22-001	Comments																									
Event Contact Work Profile Event Summary Providers-Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																																	
<table border="1"> <tr> <td>Subject</td> <td>Clinical Information</td> </tr> <tr> <td>Reviewer</td> <td>Adams,Douglas</td> <td>Date</td> <td>09/20/2001</td> <td>Time</td> <td>03:36:43 PM</td> </tr> <tr> <td>Notes</td> <td colspan="5">TCT AP: Talked to Dr. Sterling who stated the EE was seen on 8/20/01, and he indicates the EE was not fit to work and recommended EE see a counselor. AP has not seen the EE since then and would not speak towards how long EE would need to recover or if she should still be OOW. I will review W&R for a reasonable disability duration.</td> </tr> </table>									Subject	Clinical Information	Reviewer	Adams,Douglas	Date	09/20/2001	Time	03:36:43 PM	Notes	TCT AP: Talked to Dr. Sterling who stated the EE was seen on 8/20/01, and he indicates the EE was not fit to work and recommended EE see a counselor. AP has not seen the EE since then and would not speak towards how long EE would need to recover or if she should still be OOW. I will review W&R for a reasonable disability duration.															
Subject	Clinical Information																																
Reviewer	Adams,Douglas	Date	09/20/2001	Time	03:36:43 PM																												
Notes	TCT AP: Talked to Dr. Sterling who stated the EE was seen on 8/20/01, and he indicates the EE was not fit to work and recommended EE see a counselor. AP has not seen the EE since then and would not speak towards how long EE would need to recover or if she should still be OOW. I will review W&R for a reasonable disability duration.																																
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>09/19/2001</td> <td>13:36:49 PM</td> <td>Adams,Douglas</td> <td>Clinical Information</td> <td>TCT AP: Talked to Dr. Sterling who stated the</td> </tr> <tr> <td>09/20/2001</td> <td>02:15:33 PM</td> <td>Fuller,Judith</td> <td>Other</td> <td>HUSBAND REQUESTING TO SPEAK W/KHENDI</td> </tr> <tr> <td>09/20/2001</td> <td>11:44:35 AM</td> <td>Blake,Barbara</td> <td>Other</td> <td>EE's husband just called back. He called Dr</td> </tr> <tr> <td>09/19/2001</td> <td>02:03:51 PM</td> <td>Riley,Michelle</td> <td>Other</td> <td>EE's husband, William, requesting to speak to k</td> </tr> </tbody> </table>									Date	Time	Reviewer	Subject	Notes	09/19/2001	13:36:49 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Dr. Sterling who stated the	09/20/2001	02:15:33 PM	Fuller,Judith	Other	HUSBAND REQUESTING TO SPEAK W/KHENDI	09/20/2001	11:44:35 AM	Blake,Barbara	Other	EE's husband just called back. He called Dr	09/19/2001	02:03:51 PM	Riley,Michelle	Other	EE's husband, William, requesting to speak to k
Date	Time	Reviewer	Subject	Notes																													
09/19/2001	13:36:49 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Dr. Sterling who stated the																													
09/20/2001	02:15:33 PM	Fuller,Judith	Other	HUSBAND REQUESTING TO SPEAK W/KHENDI																													
09/20/2001	11:44:35 AM	Blake,Barbara	Other	EE's husband just called back. He called Dr																													
09/19/2001	02:03:51 PM	Riley,Michelle	Other	EE's husband, William, requesting to speak to k																													

To, press F1

 Start | Inbox - ... | Patient ... | Att1 - R... | Microso... | Microso... | Record... | Overdu... | Print | Email | Help | Exit | NU

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: <input type="button" value="Terminated"/>	Age: <input type="text" value="27"/>	Product: <input type="text" value="MDIS"/>	CSA/Plan: <input type="text" value="698456-22-001"/>	Copy: <input type="checkbox"/>																									
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab																													
Subject: <input type="text" value="Nurse Review - Written"/> Reviewer: <input type="text" value="Doble,Laura"/> Date: <input type="text" value="09/20/2001"/> Time: <input type="text" value="04:04:22 PM"/> Notes: <input type="text" value="Review of file. Information indicates that EE is OOW 8/2/01 due to stress and anxiety with headaches caused by work. She had an MRI 8/7/01 which ruled out other possible causes for her headache. She was referred for counselling. OVN Dr. Sterling dated 8/2/01 notes no work and xanax was started. TPC with this provider today reveals that he last saw EE on 8/20 and he felt she was unable to work at that time. He also said that he does not know what is going on with her now or even if she is still OOW. There are no follow up visits scheduled with him. EE's counselor would not provide R/L's indicating she leaves this up to her client's physicians. She did indicate that she treated EE on 8/13 and again on 8/31/01. Based on fact that AP indicated EE was impaired on 8/20 it would be reasonable that she remained impaired through 8/31/01. Beyond that date there is no evidence of provider support of impairment and I am unable to discern R/L's from information available."/>																													
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Reviewer</th> <th>Subject</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>09/20/2001</td> <td>03:10:44 PM</td> <td>Doble,Laura</td> <td>Nurse Review - Written</td> <td>Review of file.</td> </tr> <tr> <td>09/20/2001</td> <td>03:36:49 PM</td> <td>Adams,Douglas</td> <td>Clinical Information</td> <td>TCT AP. Talked to Dr. Sterling who stated the f</td> </tr> <tr> <td>09/20/2001</td> <td>02:15:33 PM</td> <td>Fuller,Judith</td> <td>Other</td> <td>HUSBAND REQUESTING TO SPEAK W/KHENDI</td> </tr> <tr> <td>09/20/2001</td> <td>11:44:35 AM</td> <td>Blake,Barbara</td> <td>Other</td> <td>EE's husband just called back. He called Dr</td> </tr> </tbody> </table>					Date	Time	Reviewer	Subject	Notes	09/20/2001	03:10:44 PM	Doble,Laura	Nurse Review - Written	Review of file.	09/20/2001	03:36:49 PM	Adams,Douglas	Clinical Information	TCT AP. Talked to Dr. Sterling who stated the f	09/20/2001	02:15:33 PM	Fuller,Judith	Other	HUSBAND REQUESTING TO SPEAK W/KHENDI	09/20/2001	11:44:35 AM	Blake,Barbara	Other	EE's husband just called back. He called Dr
Date	Time	Reviewer	Subject	Notes																									
09/20/2001	03:10:44 PM	Doble,Laura	Nurse Review - Written	Review of file.																									
09/20/2001	03:36:49 PM	Adams,Douglas	Clinical Information	TCT AP. Talked to Dr. Sterling who stated the f																									
09/20/2001	02:15:33 PM	Fuller,Judith	Other	HUSBAND REQUESTING TO SPEAK W/KHENDI																									
09/20/2001	11:44:35 AM	Blake,Barbara	Other	EE's husband just called back. He called Dr																									

Up, press F1

Start | 11

BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage:	Terminated	Age:	27	Product:	MDIS	CSA/Plan:	638456-22-001	Copy:	<input type="checkbox"/>
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab									
Subject: Other Reviewer: Henderson,Karen Date: 09/20/2001 Time: 04:28:24 PM									
Notes: spoke w/ clmt's husband.. Doug and I were on a conf call with him. He was upset with the amount of time it has taken on the claim - wants a decision. Doug advised that we talked with dr. Sterling and he last saw clmt on 8/20 and he would cert dis on that date. Based on med review, we will pay clmt to 8/31 anything after that requires add'l med. He said that is all they wanted since his wife resigned on 8/31. He asked how long check will take - advised about a week due to mail time. He was fine with this and his wife doesn't want benefits after 8/31.									
Date	Time	Reviewer	Subject	Notes					
09/20/2001	04:28:24 PM	Henderson,Karen	Other	spoke w/ clmt's husband.. Doug and I were on a conf call with him. He was upset with the amount of time it has taken on the claim - wants a decision. Doug advised that we talked with dr. Sterling and he last saw clmt on 8/20 and he would cert dis on that date. Based on med review, we will pay clmt to 8/31 anything after that requires add'l med. He said that is all they wanted since his wife resigned on 8/31. He asked how long check will take - advised about a week due to mail time. He was fine with this and his wife doesn't want benefits after 8/31.					
09/20/2001	04:04:22 PM	Doble,Laura	Nurse Review - Written	Review of file					
09/20/2001	03:36:49 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Dr. Sterling who stated the t					
09/20/2001	02:15:33 PM	Fuller,Judith	Other	HUSBAND REQUESTING TO SPEAK W/KHENDI					

Help, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue | Print | Email | Help

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	698456-22:00T	Conv.
Event Contact Work Profile Event Summary Providers, Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Subject	Other							
Reviewer	Tetreau,Ursula		Date	09/21/2001	Time	09:09:19 AM		
Notes	APS faxed to Dr. Sterling.							

Date	Time	Reviewer	Subject	Notes
09/21/2001	03:03:09 PM	Tetreau,Ursula	Other	APS faxed to Dr. Sterling.
09/20/2001	04:28:24 PM	Henderson,Karen	Other	spoke w/ clmt's husband... Doug and I were o
09/20/2001	04:04:22 PM	Doble,Laura	Nurse Review - Written	Review of file
09/20/2001	03:36:49 PM	Adams,Douglas	Clinical Information	TCT AP: Talked to Dr. Sterling who stated the

Alt, press F1

Start | Inbox - ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record ... | Overdue ... | Kiosk | Print | Email | Help | Exit

MD BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage: Terminated	Age: 27	Product: MDIS	CSA/Plan: 698456-22-001	
Event Contact Work Profile Event Summary Providers Dx/Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab				
Subject: Claim Action Plan Reviewer: Adams,Douglas Date: 09/21/2001 Time: 01:22:33 PM Notes: Given RN review I will recert thru 8/31/01 and close the claim as EE gave her notice as of this date. Manual NOD sent via E-mail.				
Date	Time	Reviewer	Subject	Notes
09/21/2001	01:22:33 PM	Adams,Douglas	Claim Action Plan	Given RN review I will recert thru 8/31/01 and
09/21/2001	09:09:19 AM	Tetreau,Ursula	Other	APS faxed to Dr. Sterling.
09/20/2001	04:28:24 PM	Henderson,Karen	Other	spoke w/ clmt's husband... Doug and I were on
09/20/2001	04:04:22 PM	Dobie,Laura	Nurse Review - Written	Review of file

Up, press F1 NU

Start | Inbox- ... | Patient ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdu...

MO BAILY, LISA M. [172563732] MDIS 1833-5060-0000

Event Stage	Terminated	Age	27	Product	MDIS	CSA/Plan	638456-22-001	Cdrv
Event Contact Work Profile Event Summary Providers Dx, Px Event Notes Cert/ReCert Task/Case Assignment Mod RTW Rehab								
Reviewer	Brewster,Minna	Date	10/04/2001	Time	12:32:35 PM			
Subject	Other							
Notes	HR called regarding NOD...researched an appears Time period to 8/31 should be certified. NOD sent indicated denied. Think just an error made...have sent updated NOD to payroll.							
Date	Time	Reviewer	Subject	Notes				
10/04/2001	12:32:35 PM	Brewster,Minna	Other	HR called regarding NOD...researched an app				
09/21/2001	01:22:33 PM	Adams,Douglas	Claim Action Plan	Given RN review I will recert thru 8/31/01 and				
09/21/2001	09:09:19 AM	Tetreau,Ursula	Other	APS faxed to Dr. Sterling.				
09/20/2001	04:28:24 PM	Henderson,Karen	Other	spoke w/ clmt's husband... Doug and I were o				

To, press F1
 Start | Inbox - ... | Patient - ... | Att1 - R... | Microsoft Word | Microsoft Excel | Record... | Overdue... | Help | Exit | Search | Print | New | Open | Save | Close | Minimize | Maximize | Delete | Find | Replace | Sort | Filter | Print Preview | Help Contents | About | Exit